

**Approved Minutes
Enhanced 911 Commission Meeting
January 9, 2004
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut**

Commission Members

Ernest Herrick
Richard Jackson
Donald Richardson
Gordon Shand
Mike Stemmler
Jeff Vannais
Lee Vincent

Representing

Volunteer Fire Service
Council of Small Towns "COST"
Wireless Carrier Representative
Office of Emergency Medical Services
CSP
PSAP Representative
Connecticut Conference of Municipalities "CCM"

Staff

George Pohorilak
Jerry Zarwanski
Mike Guerrero
Carey Thompson
Anne Finn

OSET
OSET
OSET
OSET
OSET

Others in Attendance

Janet Ainsworth
Andrew Campion
Peter Christensen
John Gustafson
Rob Howley
Bob Kelley
Kathy Pierce
Steven Savage
Tina Waring
Ed Pass
Larry Cole

DFEBS - Legal
New Haven Fire 911
Northwest CT Public Safety ECC
South Central Regional ECC
Cox Communications
Tolland County Mutual Aid
Cox Communications
Northwest CT Public Safety ECC
Cox Communications
SBC
SBC

Call to Order

Chairman Herrick called the meeting to order at 9:04 a.m.

Approval of E911 Commission meeting Minutes of October 3, 2003

Lee Vincent moved to approve minutes for the October meeting. Jeff Vannais seconded the motion. The motion passed unanimously. Minutes were corrected to change grade of service on page three.

Correspondence

There was no correspondence.

Public Comment

There was no public comment.

Staff Reports

Training Program

Sue Vaughn of Education and Data Management reported that OEDM ran two classes and trained a total of 78 students, tested 62 and certified 67 telecommunicators. There was one instructor re-certification and three new certifications issued for telecommunicator instructors.

OEDM has a new telecommunicator test bank. Utilization of that test bank will begin in conjunction with the current test bank for telecommunicators.

The standard is set by the Connecticut Standard, which is part of the NFPA standard. OEDM will continue to validate that test and move toward making revisions in the curriculum as necessary. OEDM will continue to move toward national certification.

The current program requires forty-eight hours of training to become certified.

Information on certification and other aspects of dispatcher training are available on the website.

EMD

Carey Thompson reported, fifty towns have implemented EMD programs. 484 students that were trained, 55 of them are registered for this year. OSET has paid out over \$106,000.00 for EMD implementation of EMD to date.

Discussion about EMD payments and the length of time until vendors are paid transpired. George Pohorilak volunteered to draft a letter about this matter.

A motion was made by Richard Jackson and seconded by Donald Richardson to recommend the commission write a letter to Wayne Maheu expressing concerns over the quarterly payments to the Regional Centers. The letter will include a request that Wayne Maheu discuss this with DPS superiors.

Unfinished Business

Wireless and Wireless Phase II

Mike Guerrero reported, ATT Wireless has two types of service, TDMA and GSM. Both services have completed Phase II deployment.

Cingular Wireless also has TDMA and GSM. The TDMA side has been completed. The GSM side will be completed by March 12, 2004 or sooner.

Nextel has TDMA service already completed.

Sprint PCS has CDMA, which they are currently testing right now. They have authorization until April 1 to deploy Phase II.

T-Mobile has GSM service. They will deploy Phase II sometime at the end of first quarter or second quarter of this year.

Verizon has CDMA service and they are Phase II compliant.

Out of six carriers we have three that are completely Phase II, one that has one half of their service completed, one in testing, and one yet to deploy.

Class of Service

Mike Guerrero reported on the Class of Service feature of Phase II Wireless that would allow the PSAP to determine whether the data they are looking at on the screen is Phase I or Phase II.

PSAPs must perform a rebid on the ALI screen in order to get Phase II data sometime after the call is received.

Currently we are not able to utilize the class of service feature for a number of reasons. The carriers must send the position source code parameters. Their other parties involved providing Phase II wireless like Intrado passing the information to us. Our database must be able to interpret the data and display a unique identifier on the screen. Cingular is providing that parameter information. The CALISA/DBASE software for our database is not available for use until April of this year. It is a very important feature for PSAPs to have.

PSAP Issues

CPE Upgrade

George Pohorilak reported that OSET is moving forward with the CPE Upgrade.

PSAP's are getting new servers, new clients and additional LCD monitors for the mapping functionality.

The equipment will be installed at OSET first before Northwest Public Safety and New Britain installation. The SBC training center in Hartford will also receive new equipment.

A very impressive platform exists that we are deploying for Phase II. When Phase II is fully deployed, we will go out with a media release.

EMS Reports

Mike Guerrero reported the total number was 63. Handouts were distributed showing all PSAPs that submitted EMS data for the third quarter 2003. PSAP submitting a report 30 days after the deadline, that PSAP was not included.

GIS Implementation and GDT/MSAG Reconciliation

George Pohorilak reported one of the spin-offs of the new platform is that OSET is now in Geographic Information Systems business.

OSET purchased a product called GDT Street Centerline Data. The state of Connecticut has a statewide enterprise license. When OSET start deploying the equipment, PSAP people will begin to find errors in the map. The errors will come back to OSET and OSET will have a procedure for taking that information and packaging it, sending it back to GDT who will then incorporate it into the next version and provide OSET an updated map every six months.

PSAP Focus Group

Notices have been sent out to the Focus Groups, which start in January. OSET hired a professional facilitator to handle these meetings. The meetings will be held in three blocks of four sessions.

OSET staff will not participate in the Focus Group session.

A total of 15 RSVP's have been received for the first session. Cindy White, a professor from Central Connecticut State University, will facilitate the sessions. Commission members are encouraged to attend.

E911 Performance Reports

Mike Guerrero reported. SBC/SNET 101 equipment problems, most related to a packet 30 bounce. This problem was caused by an equipment failure and has been corrected. Handouts were distributed showing quarterly E911 performance ALI link.

The Record Not Found Column was discussed. In September and early October the record not found numbers were high and dropped off. Cingular introduced the GSM technology during that time, there was an issue with those calls. When they were processed, they showed up as record not found.

Under the column four days for November the report indicates 12 were not updated. It should indicate zero.

The Blocking Report indicates no problems.

Manual Query

Mike Guerrero reported that OSET has not sent letters to PSAP's that have not reported manual queries.

An OSET personnel vacancy impaired work from getting done. When an Office Assistant is hired, OSET will contact PSAPs to encourage reporting manual queries regularly.

9-1-1 Call Counts

George Pohorilak reported that SNET will provide 911 call counts shortly. Call counts are a valuable number because they are part of the formula for the 911 funding for cities and regional centers.

CLECS

Mike Guerrero reported that. Comcast (AT&T) shows three four day updates processed for quite a few records. Handouts were distributed and discussed showing CLEC performance reports.

New Business

George Pohorilak reported. Population numbers George passed out have been received and discussed.

General Accounting Office Report (GAO)

George Pohorilak reported.

Implementation of wireless E911 is several years away in many states, raising the prospect of piecemeal availability of this service across the country for an indefinite number of years to come. According to a DOT-sponsored database, as of October 2003, nearly 65 percent of the more than 6,000 public safety answering points nationwide are receiving Phase I.

Local Number Portability

George Pohorilak reported that LNP is the ability to transfer a wireless/wireline telephone number from one carrier to another. This means that telephone subscribers no longer have to get a new phone number when they change carriers as long as they stay in the same geographic area.

Voice Over IP

George Pohorilak reported and a pack was passed out.

Voice Over IP has become a problem for 911 systems across the nation. The FCC has established a docket to look into this problem.

VOIP works pretty much like email. Rather than connecting directly over a single open circuit, a call is sent over the Net in packets of audio data tagged with the same destination. When the packets arrive, they're reassembled. The process doesn't use as much bandwidth as a conventional call and is as cheap as an email.

Motion was made by Gordon Shand to require all phone systems in the state to provide for location technology in buildings.

Motion seconded by Jeff Vannais. All approved.

Public Comment

There was no public comment.

Adjournment

A motion was made by Vincent, seconded by Jackson and unanimously approved to adjourn the meeting at 11:30 am.